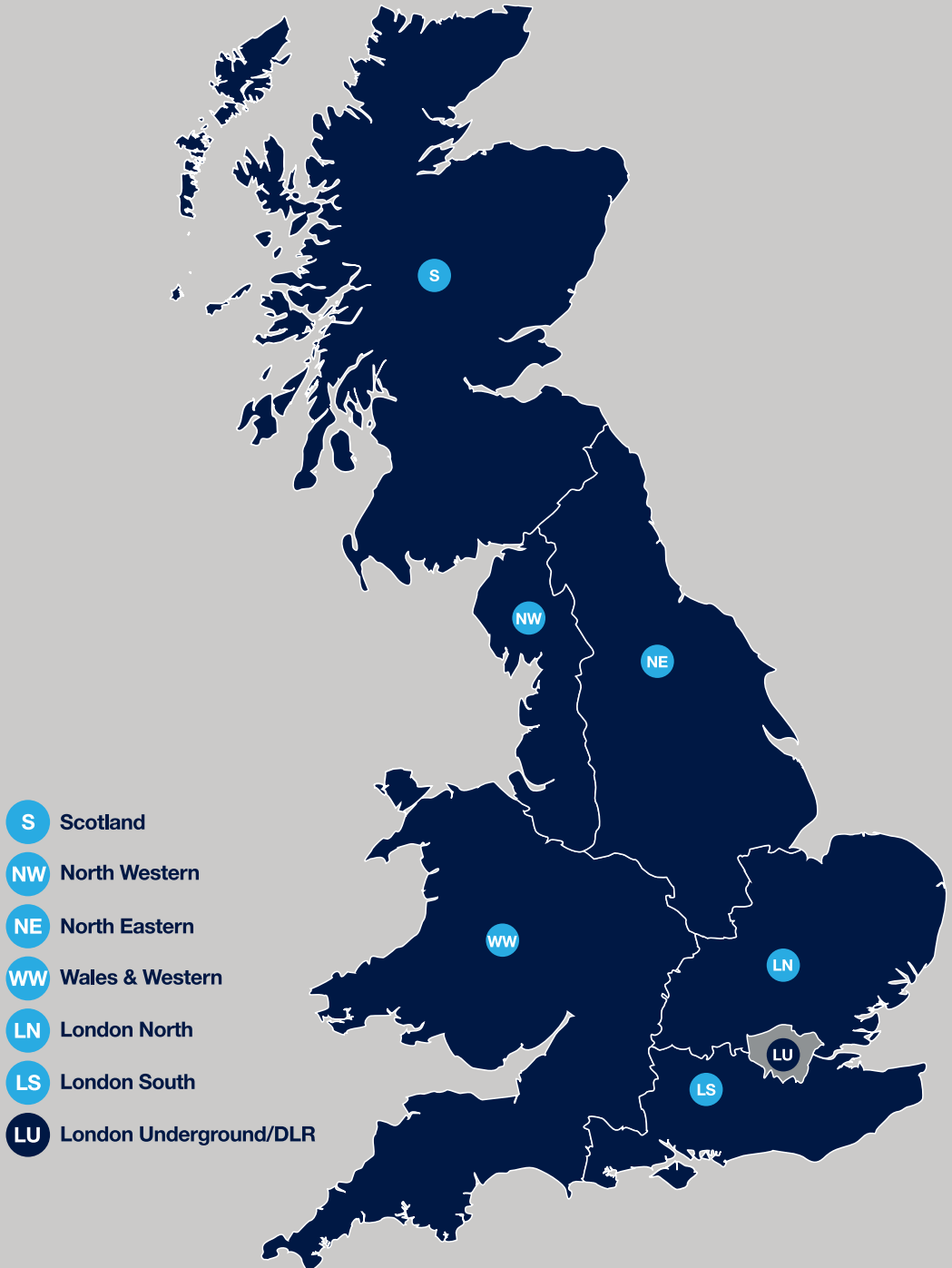


10/11

London
Underground/DLR
Policing Plan

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Millie Banerjee

Chair, British Transport Police Authority

Since the British Transport Police Authority (BTPA) was established in 2004 there have been huge improvements in British Transport Police's (BTP) performance. A generous investment from the rail industry in the form of an increase in revenue budget over the last five years helped to upgrade BTP's creaking infrastructure and recruit more than a thousand new officers and staff.

The investment has paid off handsomely: in the last five years, total crime has decreased by 24% and overall detection rates have gone up by 18 percentage points. Today, BTP is one of the most efficient and effective forces in the country and a trendsetter for railway security operations worldwide.

Since last year, our task has been to consolidate that position. We are just emerging from a period of deep recession, one from which neither the rail industry nor BTP have been immune, and we need to seek as much value as we can from the investment we make. The BTPA and BTP have been working closely together to improve efficiency across the country. The priority has always been to keep our officers visible and effective. But this needs to continue and, to this end, the *Frontline* first programme has made more than £14 million in savings since it began in April 2008. The second stage of the programme will aim to build on that record.

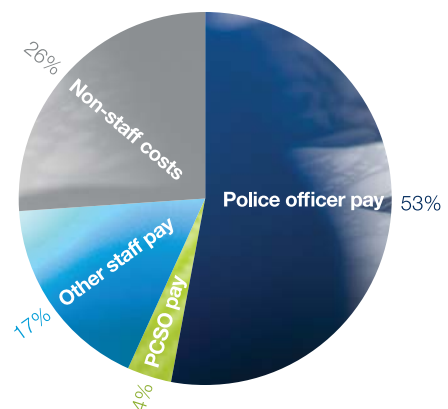
The BTPA and BTP have worked closely together on the budget settlement for next year, and the BTPA has set a budget increase of 1.3% for 2010/11. While this increase is modest and necessary to fund the nationally agreed

increase in police pay of 2.55%, the industry is feeling very significant financial pressure. It will be a tough settlement to implement, but the BTPA and BTP are certain that it can be achieved.

The net budget for BTP for the 2010/11 policing year is £202.2 million. Officer and staff costs account for 74% of total costs, with the remainder of the budget spent on supporting activities.

Our ultimate aim is to sustain BTP's record of consistent improvement since 2004, as this has served to make the railways an even safer place. I am pleased with the direction the BTPA has set for BTP for the coming year. Rail companies have told me they welcome our commitment to the two themes within the plan: 'protect and serve' and 'confidence and trust'. These are aimed at reducing disruption, increasing personal safety and enhancing organisational improvement. Targets such as increasing detection of anti-social behaviour between 8pm and 2am, and increasing safety at the highest risk level crossings are breaking new ground by being included in this plan for the first time.

Total budget 2010/11: £202.2 million



Andrew Trotter

Chief Constable, British Transport Police

Our aim is to protect and serve the railway industry, its passengers and staff. With this in mind, we have placed passenger and rail staff confidence and satisfaction at the core of this year's Policing Plan.

Passengers' satisfaction in the rail industry is affected by two key strands: whether a service is disrupted and whether they feel safe. The way we police Britain's rail network impacts on both of these, which is why this year our targets tackle those issues that cause disruption and impact on personal safety.

We have already made a significant impact on the reduction of crime on the rail network over the last six years.

For passengers, feeling safe is as important as being safe. The visible presence of rail staff, PCSOs and police officers can reduce the fear of crime dramatically. We have changed our patrol style, making single patrols the norm so we can increase our visibility and reassure passengers. We know people feel less safe at night so we have also launched a new nationwide roster, putting more officers on the network during the evening, which we hope will have a positive impact on perceptions of safety.

We have already made a significant impact on the reduction of crime on the rail network over the last six years. However, we are not complacent and have focused this year's targets on making the railways an even safer place, focusing on crime types that have a real impact on passenger journeys such as level crossing incidents, cable theft, anti-social behaviour and violent crime.

Working in partnership with our stakeholders to improve the public's perception of safety is a vital element of our strategy. This will often involve commitment from rail operators. For example improved lighting and ambience can make a big difference, as initiatives such as the Park Mark scheme have proved. We will continue working closely with the industry to support such initiatives.

This year is going to be challenging. We are working with tighter financial constraints, and as well as meeting the priorities set out in this Policing Plan, the everyday challenges of policing must still be met effectively.

We have an extremely motivated and dedicated workforce who take pride in delivering a specialist policing service for the railways.

Together, we will continue to focus on protecting the communities we serve.

Protect and serve

Notifiable crime

Reduce overall notifiable crime from the 2009/10 level

BTP has seen significant reductions in crime since 2004/05, making increased reductions a challenging target, however we will ensure efforts continue to focus on improving performance. This target excludes police generated crimes such as possession of drugs and offensive weapons offences.

Response times

Respond to at least 80% of immediate incidents within 20 minutes

Responding to incidents and calls for assistance is a vital component of our service delivery. This target underlines BTP's commitment to achieving its Policing Pledge.

Staff assaults

Increase the number of detections for staff assault offences from the 2009/10 level

BTP will work in partnership with the rail industry to identify and detect those who use intimidation and violence towards rail staff.

Violent crime

Reduce the number of serious violence against the person, sexual and robbery offences from the 2009/10 level

BTP is committed to reducing crime and disorder on the railways. This is a challenging target for BTP following a 34% reduction in crime over the last four years.

Anti-social behaviour

Increase the number of offenders detected for anti-social behaviour offences committed between 8pm and 2am by at least 20%

Passenger Focus research has shown that fear of crime is most impacted by acts of disorder, drunkenness, and intimidation after 8pm. BTP is committed to reducing the fear of crime and will be conducting high visibility patrols to help achieve this.

Football related disorder

Increase the number of offenders detected for football related disorder offences by at least 25%

Football related offences have been highlighted as a major contributor to fear amongst passengers and staff. BTP achieved a 48% increase in offenders detected in 2009/10 and will continue to focus its activity on prevention and detection.

Offences brought to justice

Increase the proportion of offences brought to justice for serious violence against the person, sexual and robbery offences to at least 40%

BTP is committed to providing reassurance to victims of crime, particularly victims of serious violence against the person, sexual and robbery offences. As such, this target aims to ensure that BTP brings more offenders to justice for these types of offences.

Cable related offences

Reduce the number of live cable related offences from the 2009/10 level

Cable related offences continue to be a priority for BTP and the railway industry. Offenders can cause disruption for weeks, impacting passengers and railway operations. BTP is committed to disrupting, arresting and detecting offenders engaged in this type of activity.

Level crossings

Increase safety at 36 high risk level crossings in partnership with Network Rail

Level crossing incidents can cause significant risk to life and severe disruption to the network. Hotspot locations will be identified and appropriate intervention programmes implemented.

Fatality management

All non-suspicious fatalities to be cleared within an average of 90 minutes

BTP has a proven ability to deal effectively with fatalities while respecting the dignity of the deceased, conducting a thorough investigation and keeping railway disruption to a minimum. This target excludes major incidents and those classified as unexplained, suspicious, road traffic accidents at level crossings and all other road traffic accidents.

Confidence and trust

Quality of service

Overall victim satisfaction rate to be at least 80%

BTP strives to provide the highest quality of service. This target uses the Victims of Crime Survey to measure the overall satisfaction of victims of crime with the service that BTP provides.

Perceptions of safety

Increase passengers' perceptions of safety for at least 42 stations where perception of safety is currently low. Stations have been identified in partnership with Passenger Focus and London Travelwatch

Each BTP Area has identified six locations and will implement programmes to improve passenger confidence. These interventions are designed to deliver safer stations resulting in a reduced fear of crime.

Employee representation

Improve the representation level of female police officers
Maintain the representation level of BME police officers

It is important that BTP's workforce is representative of the population it serves. BTP will continue to build on previous progress which has seen it rise to the third ranked force in terms of BME officer representation.

Absence management

Sickness absence to be less than an average of 7.7 days per employee

The availability of staff remains a high priority for BTP as all employees play key roles in enabling BTP to provide an efficient and effective policing service.

Chief Superintendent Mark Newton

London Underground/DLR Area Commander

As the new Area Commander for the London Underground (LU) /DLR Area I'm pleased to be leading the 700 officers and 200 staff who play a vital role in maintaining the safety and security of the Tube network. Based at 10 police stations across London, they help ensure that 3.5 million passengers a day can travel on the LU and DLR in safety.

The Underground is a key component in London's economy. Our aim is to work together with LU and DLR staff, as well as colleagues from other police forces, to ensure a network that is free from disruption, crime and the fear of crime.

This plan contains our objectives for 2010/11, which were identified in consultation with LU, DLR, TfL, passenger groups and frontline staff to address local priorities, while also contributing to BTP's national and governmental objectives. Our objectives ensure that the Area's policing service not only detects and deters criminality on the network but also addresses the issues that staff and passengers care about most.

In 2010/11, neighbourhood policing will continue to be the foundation of our service.

We're proud of our success in reducing crime and making the LU/DLR a safe mass transit system.

In 2010/11, neighbourhood policing will continue to be the foundation of our service. We aim to enhance communication and trust with those we serve, both at the operational and investigative level. Our single patrol policy also ensures that officers are more approachable and visible to members of the public.

Neighbourhood Policing Teams (NPT) are focused on tackling local policing issues with local solutions. Key to their success is working closely with passengers and staff. Problem solving plans to tackle local issues will form part of this year's Policing Plan as a way to measure success.

We're proud of our success in reducing crime and making the LU/DLR a safe mass transit system. We will continue to work with our partners in the industry and other police forces to ensure that passengers feel safe throughout their journey at any time of the day or night and that staff feel safe in their workplace.

As London prepares for the Olympics and the associated international spotlight and increase in visitors, we are building on our first class approach to major event policing. This approach is evident in the way we police events such as international football games at Wembley Stadium, international concerts and demonstrations.

Of course, countering terrorism continues to be a priority and our proactive policing style ensures the LU/DLR network remains a hostile environment for terrorists. While there were no incidents of terrorism on the LU or DLR last year, BTP remains vigilant to the threat.

Through partnership working, intelligence-led policing and deploying the right resources quickly and flexibly, we aim to proactively police the London Underground and DLR to reduce crime and disorder, minimise disruption and ensure the safety and security of passengers and staff.

Countering terrorism continues to be a priority and our proactive policing style ensures the LU/DLR network remains a hostile environment for terrorists.

Hate crime

Detect at least 43% of hate crime offences

BTP is determined to bring offenders to justice for all hate crimes that occur within the railway environment. During 2009/10 the London Underground/DLR Area detected 42% of hate crime offences.

Staff assaults

Reduce the number of staff assaults from the 2009/10 level

637 staff assaults were recorded within the London Underground/DLR Area during 2009/10. Public servants deserve to be able to do their job without fear of harm and BTP will work in partnership with the industry to bring offenders who assault rail staff to justice.

Theft of passenger property

Reduce the number of theft of passenger property offences from the 2009/10 level

Increase the number of theft of passenger property offences detected from the 2009/10 level

Theft of passenger property offences account for 47% of notifiable offences recorded by London Underground/DLR Area, and as such present a serious problem to both passengers and the industry. There were 6,794 offences recorded during 2009/10 and 348 offences detected.

Cycle crime

Reduce the number of cycle thefts at five priority locations by at least 10%

61 cycle thefts were recorded at these five priority locations on London Underground/DLR Area in 2009/10. As an acquisitive crime, cycle crime is often viewed as a minor offence; however it has a major impact on the victim in terms of expense and inconvenience.

Graffiti offences

Detect at least 24% of graffiti offences

This target has been set to reflect the considerable importance London Underground/DLR Area's stakeholders place on improving the detection rate for graffiti offences. There were 1,060 offences recorded during 2009/10 and 239 offences detected.

Economic crime and industrial harm

Increase the number of detections for complex acquisitive crime and proceeds of crime offences from the 2009/10 level

Economic crime can have a serious impact on industry profitability. In the current difficult economic climate there is a real threat that acquisitive crime will increase and it is important for BTP to maintain a focus on this area. There were 41 detections for these offences in 2009/10.

Visibility and engagement

Run at least three joint operations per NPT with rail industry and Home Office partners

Working with rail industry partners, the Area will run three joint operations per NPT dealing with issues such as anti-social behaviour, drugs and theft of passenger property.

Passenger confidence

Maintain or improve passenger perceptions of safety and security on London Underground and DLR
Increase the percentage of passengers who feel secure at six identified stations

The 2010/11 Policing Plan aims to deliver improved confidence for all of BTP's stakeholders. Data will be used to target specific stations for improvement in customer perceptions.

Neighbourhood policing

Implement at least three problem solving plans per NPT to the satisfaction of the local community

Integral to the London Underground/DLR Area's neighbourhood policing commitment, these problem solving plans will allow the community to help identify the problems that matter most and have a say in how they will be tackled locally.

DLR joint revenue operations

Run at least 60 intelligence-led joint operations on the DLR with Travel Safe Officers

This target will protect the economic interests of London Underground Limited and Docklands Light Railway, as well as promoting a partnership approach to targeting fraud and reducing crime. It will also improve partnership working with other London BTP Areas and the Metropolitan Police Service.

**British Transport Police
welcomes your feedback.
To send us a comment or
for additional information
please visit:**

www.btp.police.uk

London Underground/DLR

Area contact:

Chief Superintendent

Mark Newton, Area Commander

British Transport Police
London Underground/DLR Area HQ
55 Broadway
London SW1H 0BD

National contact:

Michael Furness

Strategic Development Department
British Transport Police
Force Headquarters
25 Camden Road
London NW1 9LN

michael.furness@btp.pnn.police.uk



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